

COVID-19 UTILITY RELIEF



For Residents & Small Businesses

If you have lost income and are experiencing financial hardship due to COVID-19, Illinois' large and small regulated utilities are offering assistance programs. Each utility is unique and there are differences in the assistance programs provided to customers.

CONSUMER PROTECTIONS OFFERED BY LARGE UTILITIES:

- Applies to customers of: Ameren Illinois, American Water, Aqua Illinois, Utility Services of IL, NICOR Gas, North Shore Gas, Peoples Gas, and ComEd.
- Residential customers can enter into longer deferred payment arrangements (DPAs), between 18-24 months. Down payments for DPAs will be reduced or eliminated based on eligibility.
- Some customers based on hardship, may have an outstanding bill reduced.
- Utilities must reconnect customers disconnected for nonpayment if they lost service after June 18, 2019, and waive any reconnection fees for a period of at least six months for LIHEAP-qualified customers and customers experiencing financial hardship.
- Utilities will not report late or non-payments for four months to credit bureaus.
- The moratorium on disconnections and late payment fees has been extended until July 25, 2020. However, some utilities may extend for a longer period.



NEED HELP WITH UTILITY BILLS DUE TO COVID-19?

Take these steps:

- Call your utility and explain your situation.
- Read the ICC's order and specific agreements on our website here (Docket No. 20-0309):
www.icc.illinois.gov/home/covid-19
- Visit the individual utility websites for additional information.
- Be on the look-out for mail, emails or news releases from your utility.

FILE A UTILITY COMPLAINT

ICC Consumer Services Division
Counselors are available by calling
1-800-524-0795 or complete a form online
at: www.icc.illinois.gov/complaints/



www.icc.illinois.gov



Illinois Commerce Commission



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